SENIOR PC SERVICES CONSULTANT

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of technical duties including complex technical assistance to resolve user problems; managing projects from their inception to their completion; and intensive research of new computer technologies for use within the city. An understanding of complex computer systems along with various network systems is essential to provide system analysis and technical assistance to all levels of computer support personnel. An understanding of these systems is also necessary to assist in the prevention and correction of computer system malfunctions.

Supervision Received and Exercised:

Receives direction from the Customer Support Coordinator or from other supervisory or management staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Assist in coordinating projects and resources related to support staff and all computer systems; provide technical direction regarding staff activities required to implement projects and system hardware and software installations and upgrades.

- Provide technical specifications and assistance to other city staff responsible for the selection of and use of PC based hardware and software applications; manage technical projects including planning, monitoring, and preparing technical specifications for bids and purchase requests; perform research, recommend, assist in the purchase of, and oversee the installation and upgrading of hardware and software products for all PC client-based systems.

- Write policies, procedures and standards for the design, operation, installation and maintenance of all personal computer based systems and peripherals

- Evaluate the performance of City computing resources to include databases, spreadsheets, word processors and graphics based products for system and application performance.

- Analyze problems and develop solutions using various tools to diagnose and repair equipment in the event of a hardware or software malfunction.

- Work with computer vendors to resolve PC system malfunctions, including hardware and software failures.

- Provide technical assistance to staff in all departments regarding PC or application difficulties; analyze and recommend solutions to meet operational needs.

- Assist in maintaining interoperability among City operating systems including electronic mail, file transfers, network services, and database access. Assist in diagnosing Microsoft NT or Novell NOS services.

- Assist in maintaining and evaluating operating system policies and standards of computer systems and make modifications when necessary.

- Attend training classes and read computer related publications and journals to keep abreast of technological advancements.

- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of full-time, professional PC systems customer support experience within current technologies (e.g. client based operating systems such as Windows 95/98XP, Novell and Microsoft networking technologies, database applications such as Oracle and MS Access, and desktop applications).

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer information systems or a related field.

Licenses/Certifications:

Possession of certification in current Microsoft/Novell technologies is preferred. Appropriate current technologies (e.g. MCP/MCSE or CNA/CNE certification in Novell and Microsoft technologies).

Effective 1997
Revised January 2000
Revised May 2005

Requires the possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 2206

Salary Range: 34

FLSA: Exempt